

## eCONSULT: BEXLEY UCC PERFORMANCE EVALUATION



### **Review Document**

November 2018

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## EXECUTIVE SUMMARY

**eConsult offers an e-triage tool which, when used in Urgent Care Centres, allows patients to be assessed more quickly and reduces total waiting times at the service. The next step for eConsult's expansion is implementation at a Type 1 A&E, where its time-saving benefits can have a greater effect on operational efficiency and the quality of care delivered.**

**eConsult has been successfully implemented at Bexley Urgent Care Centre, being used by 99% of visitors within a month of introduction,**

- In the first six months that eConsult has been in use, it has been used over 28,000 times (>99% of total attendances at the UCC), and to date over 50,000 patients have used the service,
- The Department of Health has a range of clinical quality indicators for A&Es, one of which is whether patients can be seen, treated and discharged (or admitted) from an A&E within 4 hours,
- Average patient waiting times have reduced over the period, both the total time spent at the centre (which is below 2 hours on average, comfortably below the 4 hour limit) and the waiting time from arrival to treatment, indicating faster movement through the hospital system,

**Implementing eConsult has resulted in 99% of patients visiting the Urgent Care Centre undergoing initial assessment within 15 minutes,**

- Another one of the Department of Health's clinical quality indicators is whether it takes 15 minutes or less for a patient to be initially assessed following their arrival at the A&E,
- The introduction of eConsult has pulled Bexley Urgent Care Centre up above the national target of 95%,

**The majority of patients recognise that the service can be used easily,**

- They also reported that queues to use eConsult were <1 minute in 85% of cases, and the process was relatively quick to complete, as 85% completed the e-triage in 5 minutes or less.

## WHAT DID WE EVALUATE?

### Operational efficiency



#### **How does using the eConsult e-triage system affect waiting times for service users coming through the Urgent Care Centre?**

- At what point in the patient journey through the Urgent Care Centre are time savings, if anywhere, felt?
- Does eConsult improve the Urgent Care Centre's performance against specific care quality indicators?
- Does the implementation of eConsult result in faster movement through the hospital system?

### User satisfaction



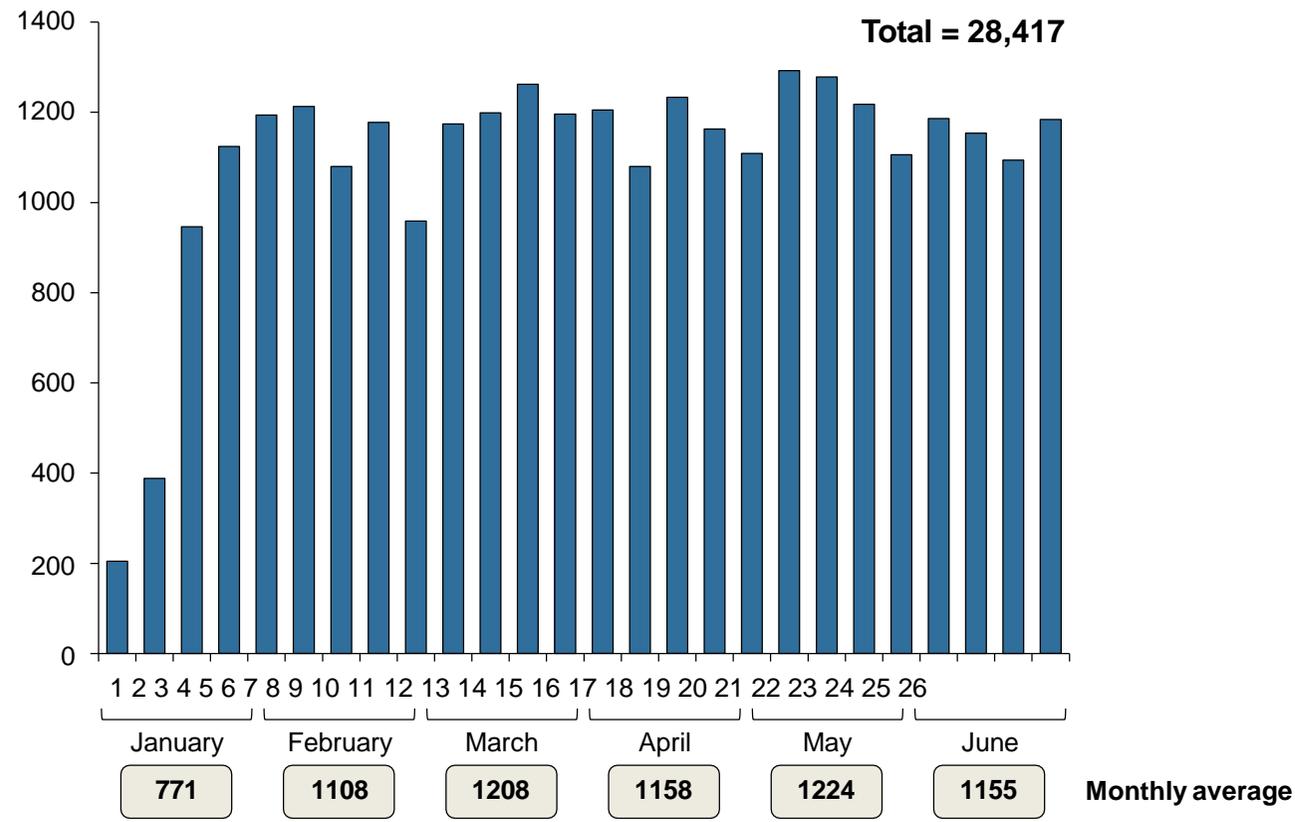
#### **Do patients like using eConsult, over and above current methods of triage?**

- What are the aspects of eConsult which are most liked?
- Is the service easy to use?
- Where can management focus on improving the user experience?

The e-triage service at Bexley UCC has recorded 28,417 visits in its first six months – monthly average uses are now relatively constant.

## eCONSULT AT BEXLEYUCC

eConsult submissions per week, January-June '18



Since its introduction at the beginning of the year, eConsult at Bexley has been successfully implemented as an e-triage system,

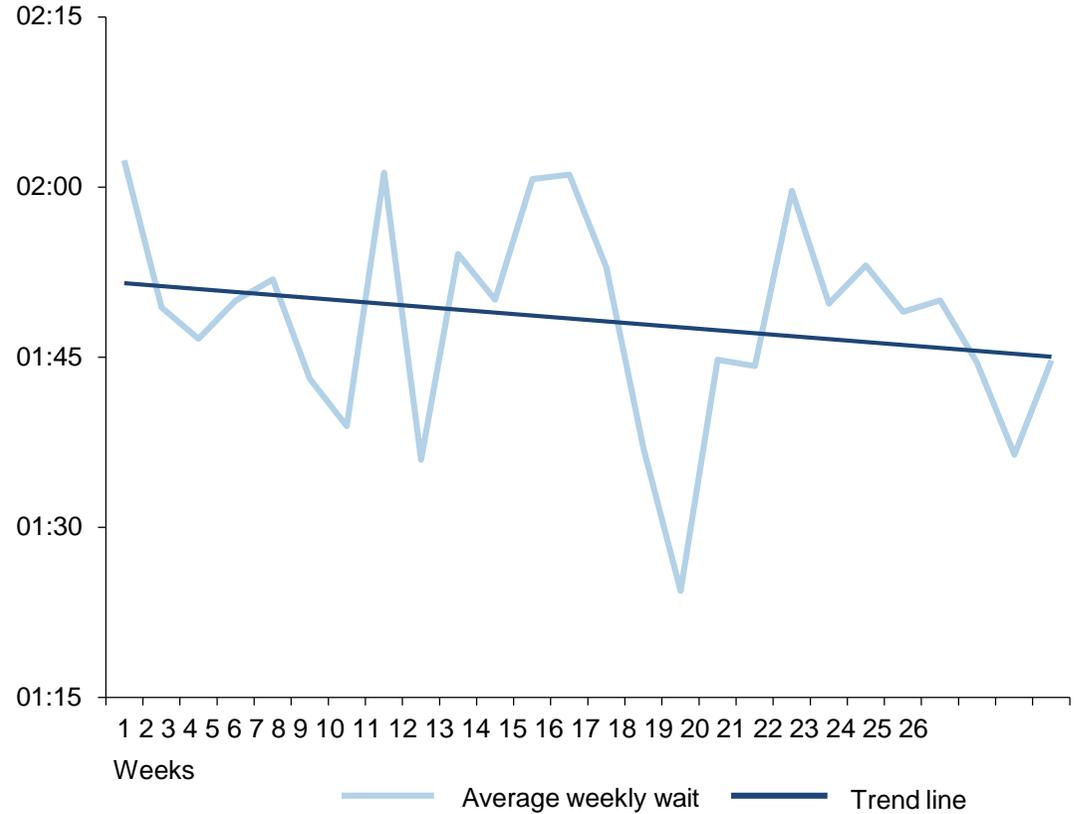
- Uses per week rose sharply in the first month of implementation, and passed 1200 weekly uses in the first week of February,
- A dedicated approach by the team at Bexley has resulted in 99% of visits to the Urgent Care Centre being checked in using the eConsult service.

Notes: Week 1 starts 01/01/2018  
Sources: eConsult; Candestic analysis

The introduction of eConsult at Bexley UCC has successfully reduced patient waiting times.

## WAITING TIMES IN BEXLEY UCC (1/2)

Average weekly patient waiting time to complete visit, hrs



**Waiting times for patients at the UrgentCare Centre have reduced since eConsult's introduction,**

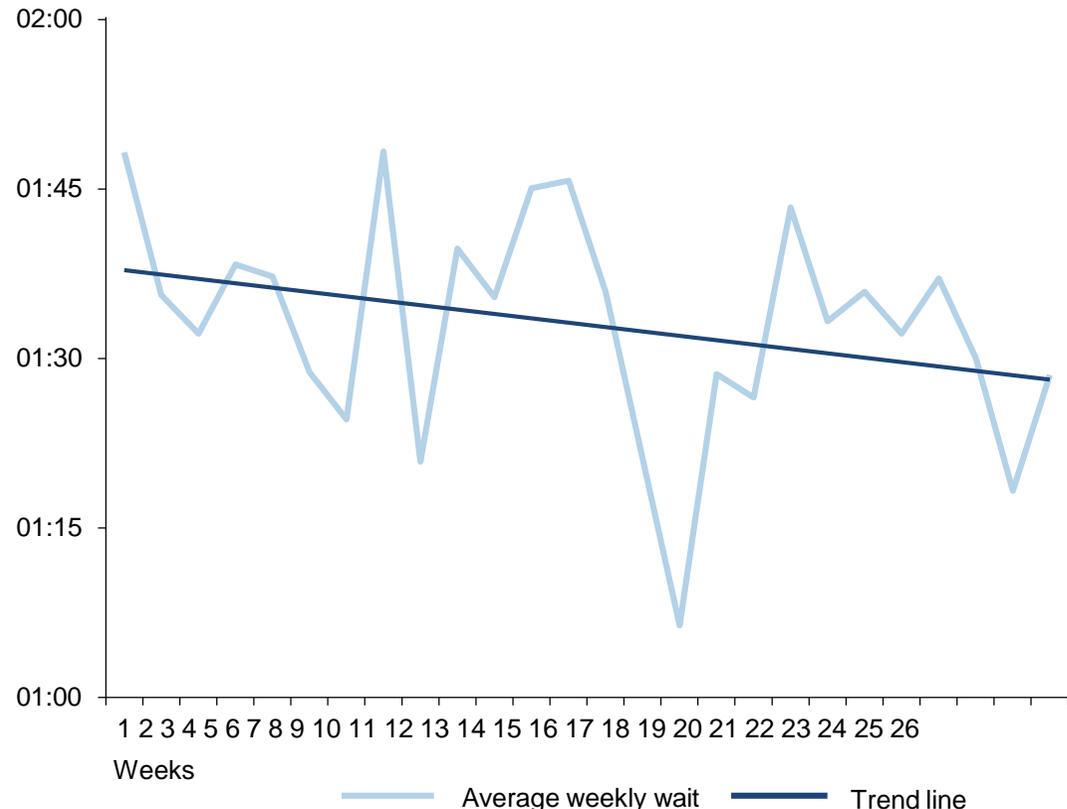
- Bexley UCC is comfortably below breaching the 4 hour wait on average, and indeed has not reported a 4 hour breach in the last year,
- There is significant variation in the week on week average wait times, but the trend line indicates a distinct downward motion of travel,
- eConsult provides a more efficient triage system for the centre, allowing appropriate patients to be seen more quickly.

Notes: Week 1 starts 01/01/2018  
Sources: eConsult; Candesic analysis

As well as total wait time, the waiting time for patients to receive treatment has also reduced after eConsult's introduction.

## WAITING TIMES IN BEXLEY UCC (2/2)

Average weekly patient time to treatment, hrs



**Patients are waiting a shorter amount of time to get their treatment at Bexley UCC,**

- The similarity in pictures between time to treat and total time indicate that the time saving as a result of eConsult is occurring while the patient is waiting for treatment,
- Reducing time to treat is important as it is listed as a clinical quality indicator by the Department of Health.

**Reducing the time to treatment and the total wait time for patients indicates faster movement through the hospital system, which is a key improvement that benefits hospitals and helps them to function more efficiently.**

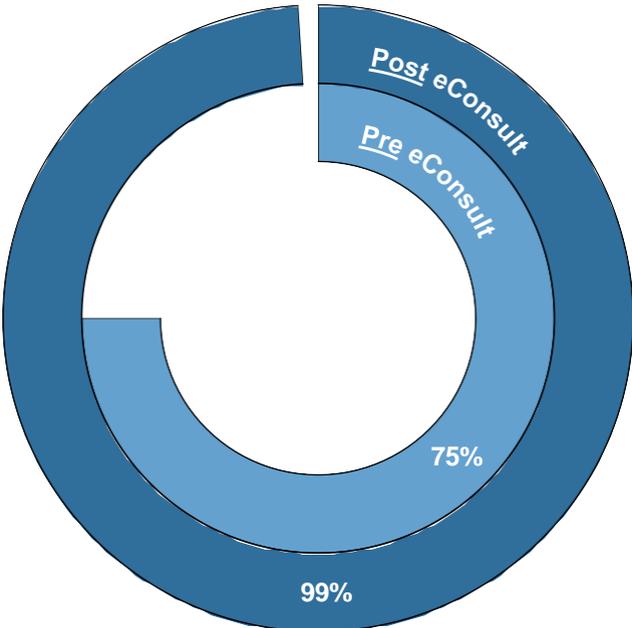
“A number of hospitals in the South East would benefit from a tool that can reduce patient waiting times!”  
- Chair, NHS Kent Foundation Trust

Notes: Week 1 starts 01/01/2018  
Sources: eConsult; Candesic analysis

99% of patients visiting the Urgent Care Centre undergo initial assessment within 15 minutes – this pulls Bexley up above the national target of 95%.

## eCONSULT SPEEDS UP INITIAL PATIENT ASSESSMENT

Patients assessed within 15 minutes of arrival at the UCC, %



**Implementation of eConsult has resulted in 99% of patients undergoing initial assessment within 15 minutes of arriving at the Urgent Care Centre,**

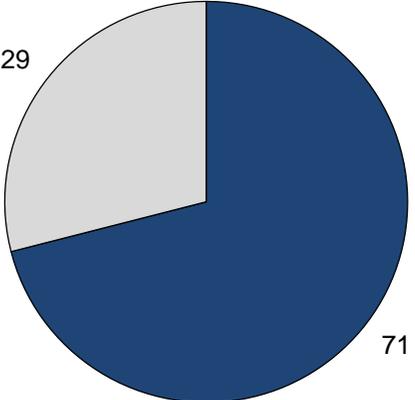
- This is a marked increase from previous years before eConsult was used,
- Time from arrival to initial assessment is one of the Department of Health's clinical quality indicators for A&Es,
- Trusts are expected to commence initial assessment within 15 minutes of arrival for 95% of patients,
- eConsult's e-triage system is easy to use and does not require staff presence, so patients can be assessed quickly and easily.

Questionnaire feedback showed that 71% of patients found the eConsult service easy to use – 40% required some assistance with checking in, although this is expect to fall as familiarity with the technology grows.

# PATIENT FEEDBACK

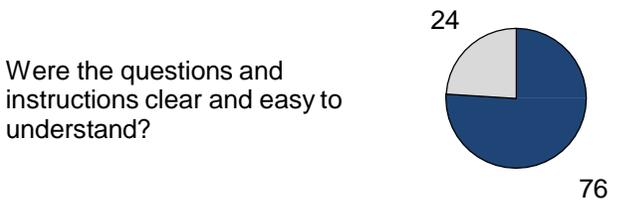
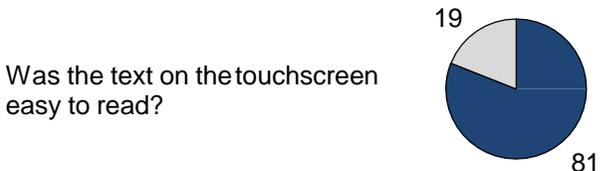
%, n=220

## Was the eConsult service easy to use?



■ Yes  
■ No

## Further questions on ease of use



**This statistic is to be expected from new technologies in their 'teething period'. As users become accustomed to the interface, this number is likely to fall significantly.**

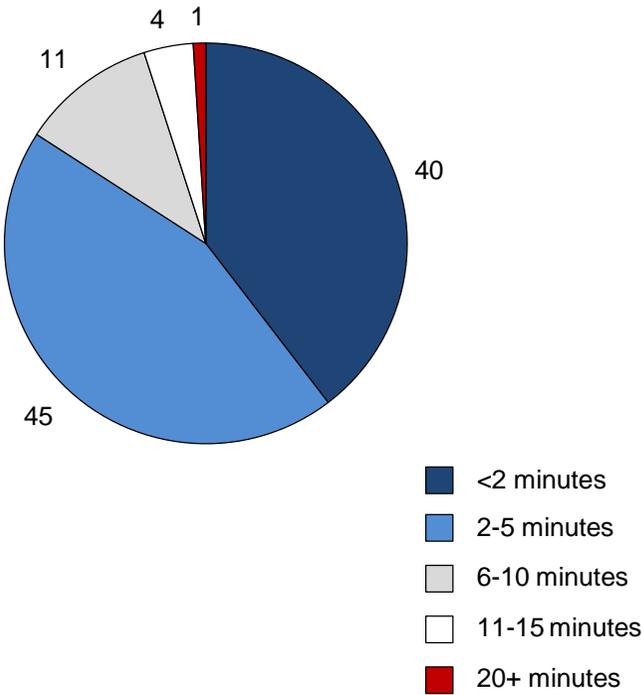
■ Yes  
■ No

The eConsult service can be filled out relatively quickly, with 85% of respondents taking <5 minutes; queues for the system are small.

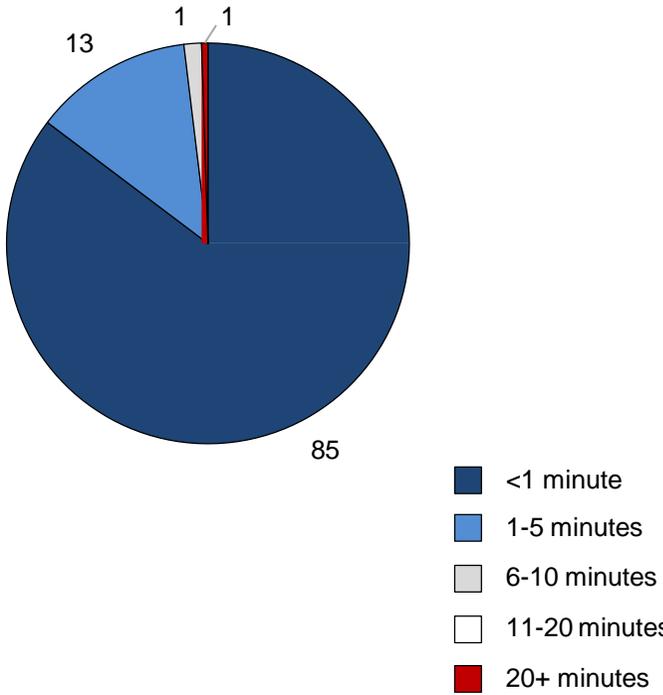
# PATIENT FEEDBACK

%, n=220

How long did it take you to complete the eConsult process (from starting using the touchscreen to submission)?



How long did you have to queue to use eConsult?

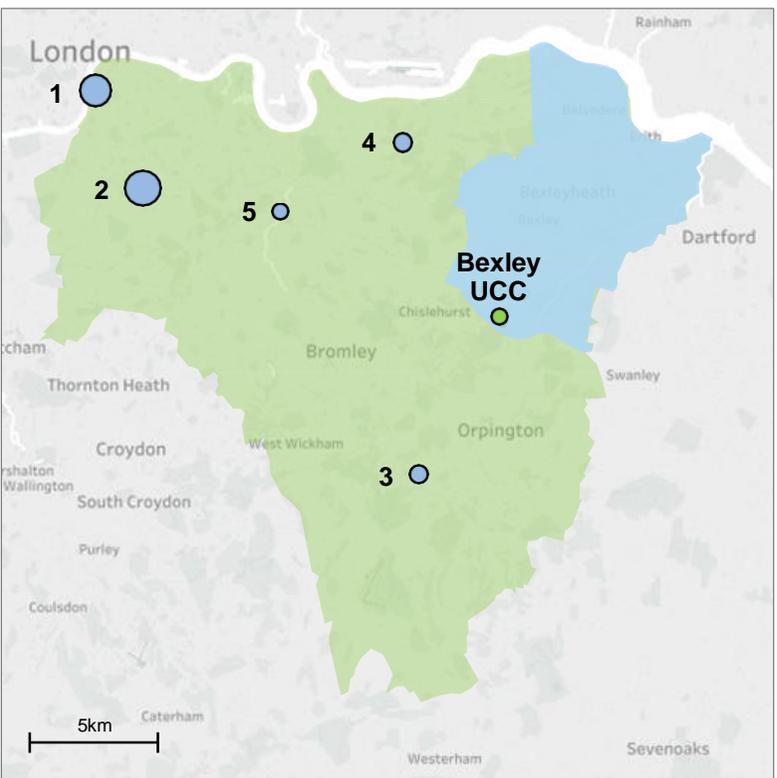


Notes: Percentages may not sum to 100 due to rounding  
Sources: Candestic questionnaires and analysis

eConsult should next be implemented in Type 1 A&Es where its time-saving effects can have a greater effect on operational efficiency, helping trusts who are comparatively struggling to deliver timely care.

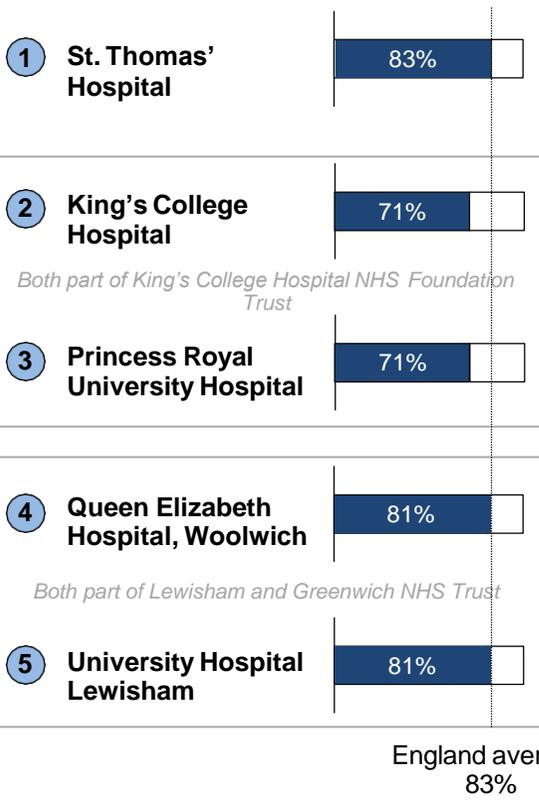
# eCONSULT CAN EXPAND INTO TYPE 1 A&E SETTINGS

## South East London STP, A&Es



📍 Hospital bed number    🟩 SE London STP    🟦 Bexley CCG

## A&E attendances under 4 hours\* %



**eConsult should look to expand from Urgent Care Centres into Type 1 A&Es, where the beneficial effect of e-triage can be more acutely felt,**

- The A&Es within the South London STP have 4 hour wait averages ranging from 71-83%,
- 4 out of 5 services fall below the England average, and **all are falling below the 95% national target,**
- eConsult's implementation can help to increase these percentages and offer real benefit in local hospitals.

Notes: \* From arrival to admission, transfer or discharge, using most recent NHS England monthly figures (October 2018)  
Sources: NHS England; Candestic research and analysis

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